



ADDENDUM No. #1

Project Name: IT Maintenance and Related Services
RFP NO. IT-2014-01
Date: November 18, 2013
Sent: Fax/E-mail/webpage

This addendum submission is issued to clarify, supplement and/or modify the previously issued Request for Qualifications (RFQ) Documents, and is hereby made part of the Documents. All requirements of the Documents not modified herein shall remain in full force and effect as originally set forth. It shall be the sole responsibility of the bidder to secure Addendums that may be issued for a specific solicitation.

Question #1:

What is the version of the Exchange server used by the City?

Answer to Question #1:

The Exchange server is Microsoft Exchange 2010 SP2.

Question #2:

What is the anti-virus software the City is using?

Answer to Question #2:

The anti-virus software is Trend Micro Worry Free Business Advanced (Server Based).

Question #3

What is the size of the tape for the AS400 storage cartridge?

Answer to Question #3:

The AS400 storage cartridge tape size is 30GB.

Question #4:

Is the Archive Tape storage; on a schedule, is there an estimate on size of the data and, are there any tests in place to restore the data?

Answer to Question #4:

Yes, Archive Tape storage is on the following schedule: Nightly – Incremental; Weekly - Full. The device that holds the tapes is version LTO4 robotic library Dell Powervault T124.

Question #5:

Can you provide some detail/specifics on the Active Directory?

Answer to Question #5:

The Active Directory specifications are as follows: 2003 Forest and Domain Functional Levels. Mixed 2003 and 2008 servers. 2 DCs in CSMPD domain and 2 DCs in CSMI domain. One way trust for CSMPD in CSMI.

Question #6:

Does the City have a listing of the 29 servers on site?

Answer to Question #6:

Yes, see attached ***Exhibit #1, CSM Server Listing and Warranty.***

Question #7:

Does the City have a listing of the manufactures warranties for all components, servers, etc.?

Answer to Question #7:

Servers listed on the attached ***Exhibit #1, CSM Server Listing and Warranty.*** See answer 6 above. Workstations addressed on a case by case basis via Dell Service Tag. Barracuda's renewed annually, Cisco Routers renewed annually, HP SANS renewed annually, IBM AS400 renewed annually (both software & hardware).

Question #8:

What are the requirements for "Perimeter Security" listed in the RFP under "Services and Support?"

Answer to Question #8:

The CSMPD domain must be CJIS Data Security Policy standards compliant.

Question #9:

Can you provide the number of Help Desk calls and type of trouble reported?

Answer to Question #9:

The total number of tickets from October 1, 2013 through November 15, 2013 is 196. If you average it out by total number of working days it would come out to 6 tickets a day. This number is only helpdesk with end users and does not include any projects hours or Senior hours. Examples of some of these requests are password resets, printing issues, communication issues, employee moves and software issues.

Question #10:

Does the City have any plan or protocols in place to deal with lost data?

Answer to Question #10:

If the question anticipates data loss due to typical computer failure scenarios backup systems, and hard drive redundancy are in place. If the question is in regards to data being stolen or compromised there is no specific plan in place.

Question #11:

Will the IT consultant be responsible for video surveillance equipment or perimeter access card system?

Answer to Question #11:

No, video surveillance equipment and access cards are the responsibility of another vendor. However, the IT vendor is responsible for all Ethernet networks and maintaining network addresses and access to these systems.

Question #12:

Please advise if there are any IT projects budgeted for FY 2014 and, previous budgeted IT items in prior year's budgets.

Answer to Question #12:

Please refer to the City's website, a link is provided below, to FY 2014 Adopted Budget and, previous adopted budgets:

<http://www.southmiamifl.gov/index.aspx?NID=142>

Question #13:

Does the City utilize a dialogistic tool/software to monitor City IT equipment?

Answer to Question #13:

No, all monitoring is manual and accomplished on site.

Question #14:

When working trouble tickets, how much of the work can be done remotely?

Answer to Question #14:

Initial ticket requests are expected to be handled by the onsite technician. Administrative tickets ONLY may be escalated to remote troubleshooting. All Police services are to be worked on-site.

Question #15:

Are there any other sites/equipment not discussed during the Pre-bid meeting?

Answer to Question #15:

Yes, the City has a computer lab located at the Parks and Recreation/Community Center including 22 Dell model Optiplex 790 USFF. The PC's are not integrated into the City's network. This network is based on a workgroup, using Deepfreeze and a Barracuda Web Filter Appliance. This network has a DSL connection to the Internet.

Additionally, a CRA office with 4-5 PCs and a WiFi connection to the Parks remote site and the Sr. Center with 1 PC and a printer are remote sites.

**IT SHALL BE THE SOLE RESPONSIBILITY OF THE BIDDER TO SECURE
ADDENDUMS THAT MAY BE ISSUED FOR A SPECIFIC SOLICITATION.**

EXHIBIT #I

CSM SERVER LISTING AND WARRANTY

Make	Purpose	Model	Warranty
Dell	Navigo	PowerEdge 320	6/22/2016
Dell	Print/Scan Server	PowerEdge 2850	No
HP	Domain Controller	Proliant DL160	No
Dell	Ols Police Cad	PowerEdge 2650	No
HP	RETIRED	Proliant DL 160 G5	No
Dell	Domain Controller	PowerEdge R310	1/23/2014
Dell	SQL	PowerEdge 710	1/26/2014
Dell	CAD/RMS	PowerEdge 710	12/6/2014
Dell	Message Switch	PowerEdge 310	12/1/2014
Dell	Domain Controller	PowerEdge 2650	No
Dell	Domain Controller	PowerEdge 2650	No
Dell	Laserfiche	PowerEdge 710	6/14/2015
Dell	RETIRED		No
Dell	Phone System Server	PowerEdge 720	12/14/2015
HP	Naviline WebServer		IDC Loaner
Dell	Terminal Server	PowerEdge 720	9/26/2015
Dell	Executime, Backup	PowerEdge 610	No
Dell	Exchange 2010	PowerEdge 710	10/11/2014
Dell	GIS Server	PowerEdge 720	6/22/2016
HP	File server	Proliant DL 160 G5	No
Dell	Laserfiche WebServer	PowerEdge 1950	No
Dell	Financial Application	PowerEdge 310	1/23/2014
Dell	Financial Application	PowerEdge 310	1/23/2014
Dell	Financial Application	PowerEdge 310	1/23/2014
Dell	Financial Application	PowerEdge 710	1/23/2014
Dell	RETIRED		No
HP	To be repurposed	Proliant DL 160 G5	No
	AS-400	IBM	Software/Hardware
	File Server	HP San	Yes